

**Government Card Services**
**EAGLS® Self-registration available to cardholders**

December 18, 2006 ... This NewsBlast serves as a reminder that cardholders have direct access to **Bank of America Electronic Account Government Ledger System (EAGLS®)**. Included here are a few key functions that cardholders can perform in EAGLS®, as well as a link to the self-enrollment Web site.

Cardholders can register for EAGLS® access at  
[http://www.gcsuthd.bankofamerica.com/eagls\\_selfregistration/selfreg.aspx](http://www.gcsuthd.bankofamerica.com/eagls_selfregistration/selfreg.aspx).

Once cardholders have access to EAGLS®, they can easily do the following:

<b><u>Functionality</u></b>	<b><u>Cardholder Benefits</u></b>	<b><u>Agency/A/OPC Benefits</u></b>
Update information (address, phone, fax and e-mail)	<ul style="list-style-type: none"> <li>• Easily keep information up to date without having to call Bank of America or the A/OPC</li> <li>• Ensure accuracy of information</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures statement delivery (less return mail) which ensures more timely payments</li> <li>• Easily reach cardholders by having accurate information</li> <li>• Less time spent on maintenance</li> </ul>
Quick link to statement detail allows search of transactions by:  pending transactions not yet billed to statement current statement range of statements specific statement date	<ul style="list-style-type: none"> <li>• Cardholders don't have to wait until they receive a statement to file a voucher</li> <li>• Overseas cardholders can view statements without mail delay</li> <li>• Easily review transactions made yesterday or up to 36 months ago</li> <li>• Quicker detection of items that may need to be disputed</li> <li>• View an itemized list of charges</li> </ul>	<ul style="list-style-type: none"> <li>• May reduce delinquency</li> <li>• May increase split disbursement</li> <li>• Less time researching statements for cardholders</li> </ul>

Initiate a dispute	<ul style="list-style-type: none"> <li>• Quicker dispute initiation leads to quicker resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Fewer calls to the A/OPCs for cardholder assistance</li> </ul>
Quick view of account detail (account status, account limits, past due information, payment due date, today's authorizations and declines, etc.)	<ul style="list-style-type: none"> <li>• Information cardholders want and need at their fingertips</li> </ul>	<ul style="list-style-type: none"> <li>• Fewer inquiry calls to the A/OPCs</li> </ul>

### **Additional Functionality**

Online access also lets cardholders perform card receipt verification for a new travel card, create a customized PIN (if cash access is allowed) and order a sales draft(s).

Our online access is an enhancement to our current world-class customer service which is available 24 hours a day, seven days a week.

To access the job aid for cardholder registration, click

[https://www.gcsuthd.bankofamerica.com//training/pdf/job\\_aids/SelfRegistrationProcedures.pdf](https://www.gcsuthd.bankofamerica.com//training/pdf/job_aids/SelfRegistrationProcedures.pdf)

Are there topics you would like to see in NewsBlast? Please give us your [feedback](#).

For general A/OPC inquiries and maintenance, please email Agency Support at

[gcsuac@bankofamerica.com](mailto:gcsuac@bankofamerica.com).

Forward this email to your colleagues, and encourage them to [click here](#) and sign up to get their own copy.

To unsubscribe from NewsBlast emails, [click here](#) and enter the email address you want to delete from mailing list.

[Privacy & Security](#)



Bank of America, N.A. Member FDIC. [Equal Housing Lender](#) .

© 2005 Bank of America Corporation. All rights reserved.